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FIG. 1

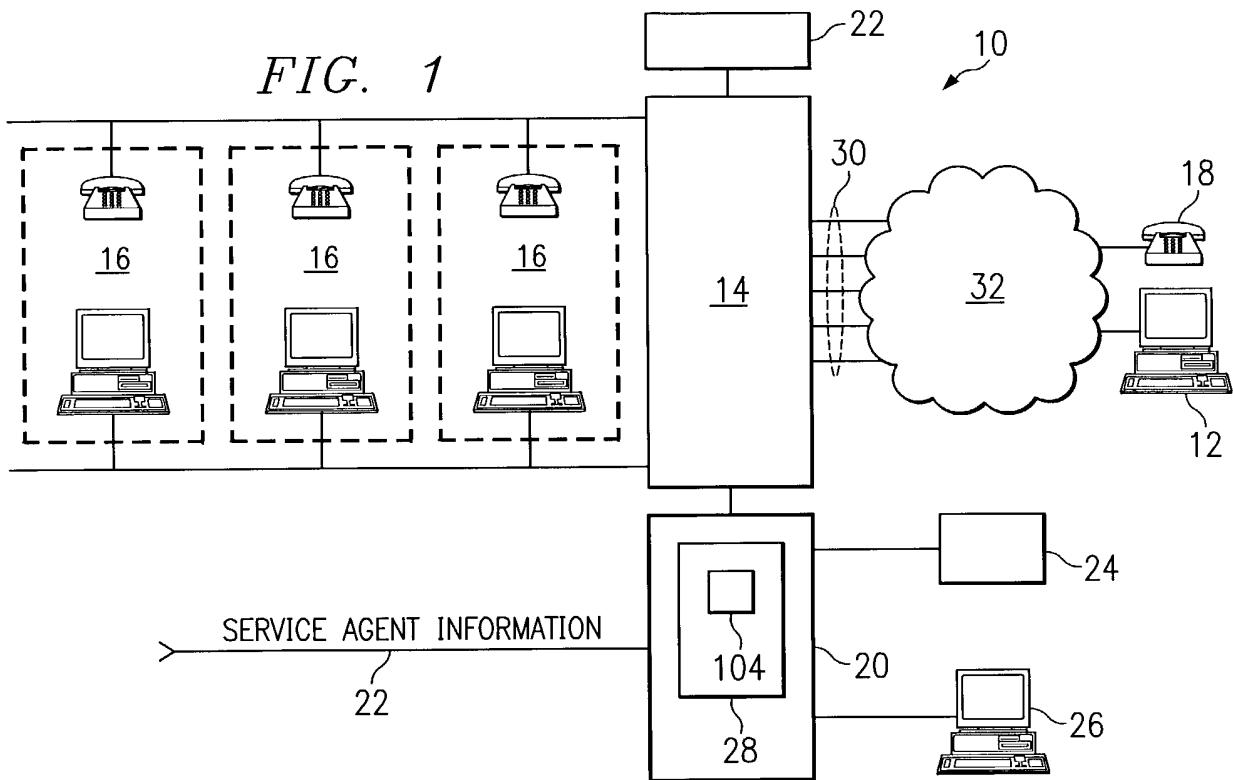


FIG. 3

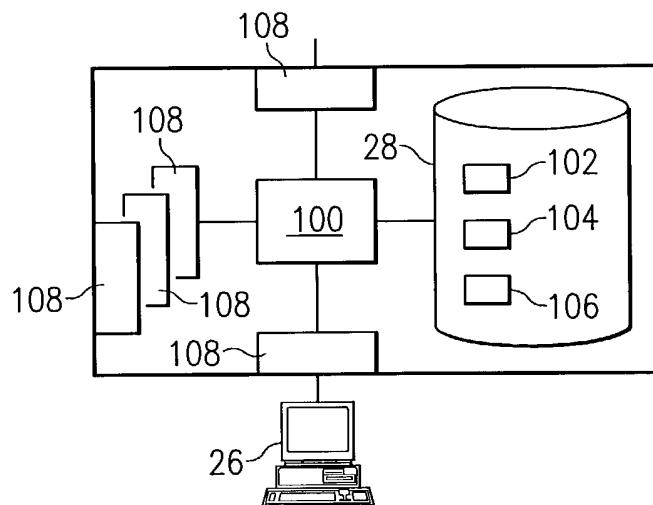
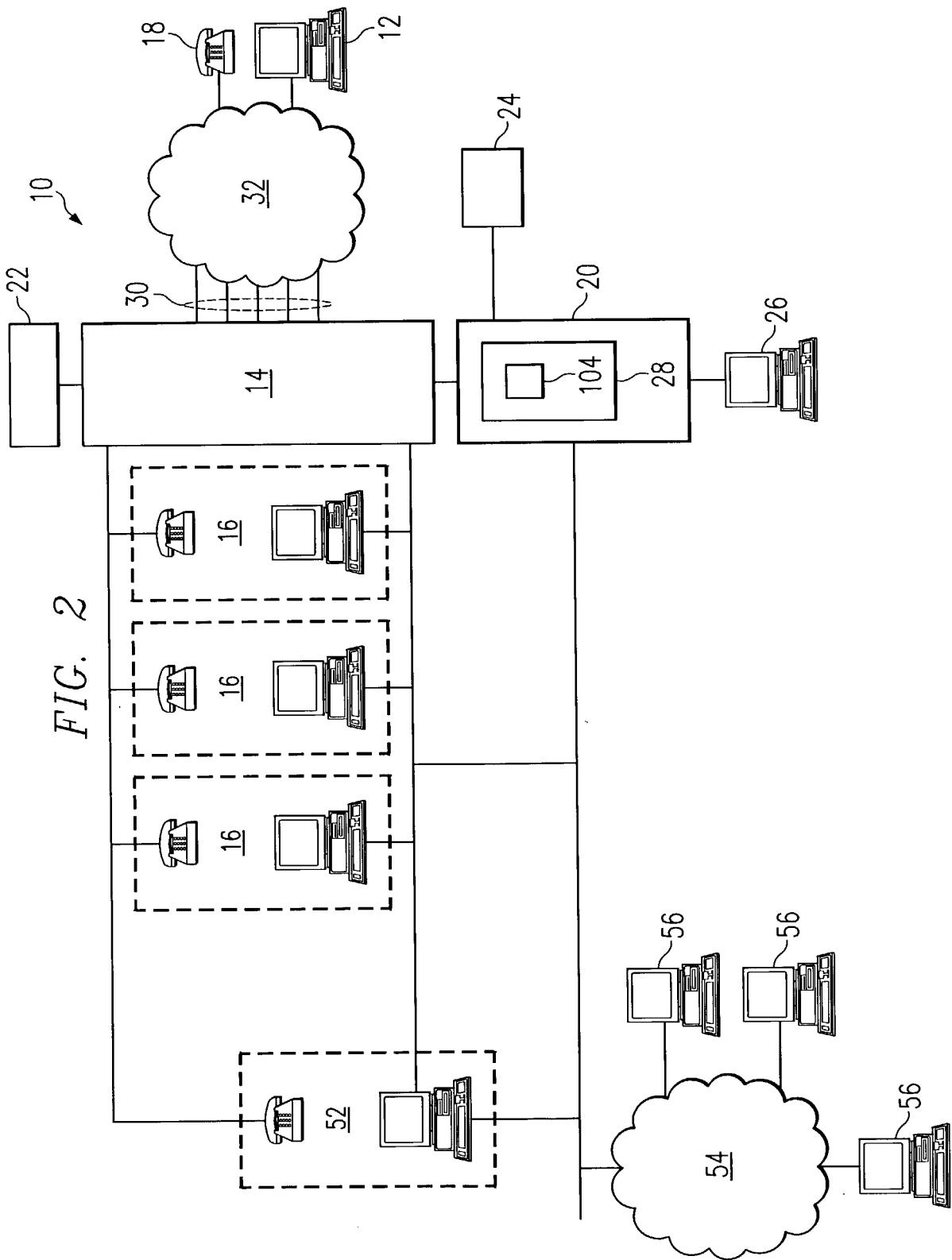


FIG. 4

FIG. 4 displays a table of agent performance data. The table has columns labeled: AGENT ID, CLIENT SATISFACTION, FRENCH, AVERAGE LENGTH OF SESSION, AVAILABILITY, and SKILL N. The table contains the following data:

AGENT ID	CLIENT SATISFACTION	FRENCH	AVERAGE LENGTH OF SESSION	AVAILABILITY	SKILL N
EILER	8	8	7	9	10
2349	0	0	0	3	0
nicole@etalk.com	9	0	2	10	7
150.0.8.1	3	4	0	6	0



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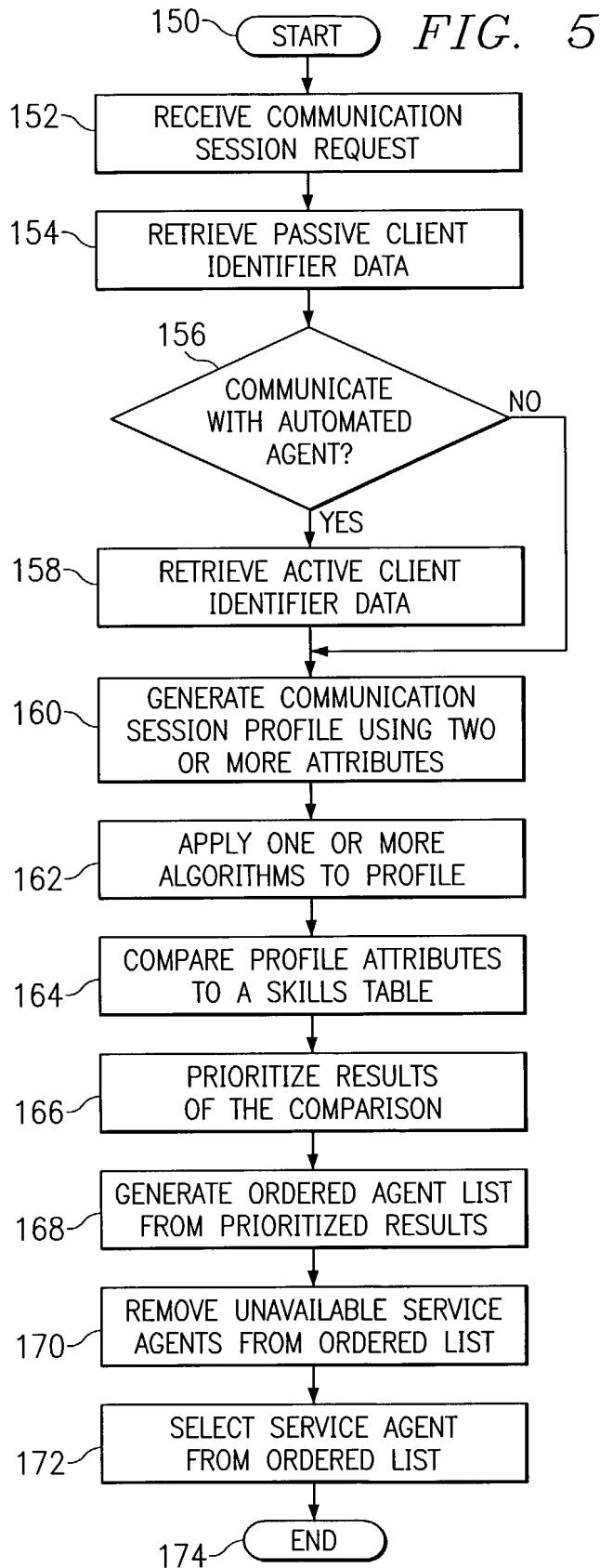


FIG. 6

